

الهيئة السعودية للملكية الفكرية
Saudi Authority for Intellectual Property



Annual Quality Report

2024

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List Of Abbreviations

#	Definition
SAIP	Saudi Authority for Intellectual Property
IP	Intellectual Property
IP Clinic	Intellectual property clinic is a service provided by SAIP to establish a continuous communication channel with inventors, owners of small and medium enterprises, Intellectual Property rights holders to provide guidance and consultations for their inquiries
IP Respect	Intellectual Property Respect involves preserving intellectual property rights and obtaining the work owner's permission before it is offered or used
IP Academy	The Intellectual Property Academy provides a diversified suite of specialized and qualitative programs that will likely contribute to developing the relevant staff, and support the IP initiatives in the KSA and MENA region
TISC	The National Network of Intellectual Property Support Centres
Patents	A patent is an exclusive right granted for an invention, which is a product or a process that provides, in general, a new way of doing something, or offers a new technical solution to a problem. Technical information about the invention must be disclosed to the public in a patent application to get a patent.
Trademark	Trademarks are those creations that come in the form of names, words, signatures, letters, symbols, numbers, titles, and seals, as well as designs, graphics, images, distinctive engravings, or the way graphic elements are wrapped; Or shapes, a colour, group of colours or combinations, or any sign or group of signs if they are used or intended to be used to distinguish goods or services of a facility.
Copyright	Copyright falls under intellectual property; it gives the author or creator the right to use and exploit the work and prevent others from using and benefiting from it without their consent. The author's literary and material rights are fully reserved for the creators.
Industrial designs	Industrial designs include the creations that take shape in the decorative or aesthetic appearance of an object. The design can consist of three-dimensional elements, such as the shape or surface of the piece, or two-dimensional elements, such as graphics, lines or colours.
Plant varieties	Plant varieties are a botanical group that belongs to a single botanical taxon; It is classified as one of the lowest known grades. It is determined by the expression of traits and characteristics that result from a single genotype, or a particular set of genotypes. It can also be distinguished from any plant group by the expression of mentioned characteristics; And considering it a special unit by its ability to reproduce while maintaining its characteristics unchanged.

Integrated circuits	An integrated circuit is a miniature electronic circuit designed to perform a precise electronic function. They are generally used in electronic devices; In it, the elements—at least one of which is active—and the connections or some form an integral form in an interconnected piece of matter. These elements are put together in a three-dimensional arrangement for manufacturing purposes
ISO	The international organization for standardization, commonly known as ISO, is an independent
IMS	Integrated management system (IMS) is a transformative initiative that consolidates all common requirements of ISO standards into a unified and cohesive framework. This innovative system streamlines the management of diverse standards, effectively reducing redundancies and significantly enhancing operational efficiency
KAQA	King Abdulaziz Quality Award (KAQA) is a prestigious award in Saudi Arabia that recognizes outstanding performance in governmental and private establishments. It aims to promote quality and excellence within organizations and enhance public service in the country. The award is part of Saudi Arabia's ongoing efforts to align with the Vision 2030 goals, focusing on improving governance, public service, and overall national development
EPO	European Patent Office
JPO	Japan Patent Office



As the Chief Executive Officer of the Saudi Authority for Intellectual Property, it is with great honor that I present our Annual Quality Report. This document reflects our dual commitment to excellence: the meticulous stewardship of intellectual property operations and the unwavering pursuit of organizational quality. Over the past year, SAIP has striven to embody the principles in our vision and mission, driving innovation and safeguarding creativity with a keen focus on quality at every turn. Our strategic objectives, centered around improving IP quality and enhancing our organizational processes, are more than goals—they are the benchmarks against which we measure our success. We have fostered an environment where excellence is not an aspiration but a norm, teamwork and passion are embedded in our culture, and transparency is as clear as the beneficiaries we serve. The achievements outlined in this report are as much a celebration of our collective efforts as they are a blueprint for the future. In the future, SAIP will continue to set the standard for intellectual property administration both within the Kingdom and on the global stage. I extend my deepest gratitude to our dedicated staff, our stakeholders, and our partners. Together, we have crafted a resilient and dynamic IP ecosystem, and I am confident that our strides will propel us toward even greater heights of success and innovation.

Thank you for your continued support and belief in our mission.

Dr. Abdulaziz bin Mohammed Al-Swailem

SAIP's CEO

01

Introduction



Introduction

The Saudi Authority for Intellectual Property (SAIP) proudly presents its second Annual Quality Report. This comprehensive and reflective document documents our journey toward excellence in organizational operations and intellectual property protection and services. 2024 marks a significant milestone in organizational excellence and establishing a new quality framework based on global benchmarks within the region and beyond.

This report aims to provide a transparent and in-depth analysis of our achievements and challenges towards quality, showcasing our unwavering commitment to enhancing organizational excellence.

This report will give you a thorough overview of our accomplishments, from ISO certification renewals to implementing the PDCA framework across all organizational activities and operations. You will also learn about the obstacles we faced in introducing the new quality index across the organization and the strategic initiatives we implemented in our integrated quality management system to elevate our services and internal processes.

We invite you to explore the insights and reflections contained within this report as we continue our journey toward setting new standards in intellectual property administration.

02

SAIP's Strategy



SAIP's Strategy

Our establishment strategy was set when SAIP was first established a few years ago as part of KSA's 2030 vision. It was known back then by the establishment strategy. A few years later, after the establishment was achieved successfully, we embarked on a new chapter in our journey towards fostering an innovative intellectual property ecosystem, the Saudi Authority for Intellectual Property (SAIP) has refined its strategic Vision, mission and updated its strategy by end of 2022 and to what we now refer to as the Growth Strategy, using a unique blend of inputs covering the below:

- Benchmark on IP and copyrights offices
- Internal and External stakeholders' interviews
- Voice of customers
- Comprehensive review of relevant documents
- Strategy workshops
- Board of directors meetings

Quality and Organizational Excellence within Growth Strategy

Growth strategy is approved and announcement by 1st quarter of 2023. It was developed to grow the IP ecosystem's maturity while emphasizing quality as a growth catalyst. It is set for 2023-2027, succeeding our establishment phase from 2018-2022, underscores this pivot towards a quality and organizational excellence centric approach. Growth strategy has five pillars which two of them focuses on the quality and organizational excellence, as shown below:

- Attain excellence in IP operations
- Orchestrate and improve organizational excellence

Strategic Pillars

	Attain Excellence in IP Operations	Improve IP Respect	Empower IP	Enhance Global IP Influence	Orchestrate and Improve Organizational Excellence
Ethos	Cope with volume and complexity of the kingdom's innovation and creativity outputs with high-quality efficient examination	Improve IP respect with awareness campaigns, administrative enforcement and coordination with other enforcement bodies	Support, develop and care for KSA IP ecosystem to enable innovation and creativity, together with ecosystem stakeholders	Demonstrate KSA's soft influence regionally and globally	Lead orchestration of IP ecosystem in line with national imperatives while achieve organizational excellence

All Strategic pillars are cascaded down to strategic objectives and initiatives to address SAIP's challenge and enable national ambition.

Strategic Pillars

	01	02	03	04	05
	Attain Excellence in IP Operations	Improve IP Respect	Empower IP	Enhance Global IP Influence	Orchestrate and Improve Organizational Excellence
Strategic objectives	Attain excellence in IP operations	Develop effective administrative enforcement channel	Support improve IP value creation with ecosystem	Solidify regional leadership position	Orchestrate local IP sector / ecosystem
	1.1	2.1	3.1	4.1	5.1
	Maintain leadership in efficiency	Support elevating the IP enforcement ecosystem	Elevate IP training & awareness reach and impact	Improve global soft influence in IP	Become best-in-class in beneficiary centricity and service provisioning
	1.2	2.2	3.2	4.2	5.2
					Achieve excellence in org. enablers (structure, process, people, system)
					5.3

Attain Excellence in IP Operations

This pillar has two strategic objectives and four related initiatives, shown below:

Legend  Enable national imperatives  Address in-focus issues  Capitalize on SAIP strength  Build unique value proposition

Strategic objectives

Strategic Objectives	Attain Excellence in IP Operations	Improve IP Respect	Empower IP	Enhance Global IP Influence	Orchestrate and Improve Organizational Excellence
		1.1.1 Improve IP operations process excellence		1.1.2 Update and make available examination guideline	
	Uplift Quality In IP Operations	Optimize IP operations processes across core IP types (patent, trademark, design and copyright), focusing on three areas of improvements: (1) Institutionalize quality assurance, (2) Improve interaction with applicant, (3) Improve digitalization in processes		Develop examination guideline in line with best practice and make available to public to improve quality of IP examination through trust and transparency	
	1.1	1.1.3 uplift examiners' capabilities in alignment with national imperatives			
	Maintain Leadership In Efficiency	Expand structured training program for new and existing examiners of all ranks (with focus on legal, procedural and technical skills), and align examination capability development with national needs			
		1.2.1 Introduce AI-enabled digital solution for service delivery			
	1.2	Become regional pioneer in adopting AI and emerging solutions in IP administration (classification and examination)			

Orchestrate and Improve Organizational Excellence

This pillar has three strategic objectives and nine related initiatives, shown below:

Legend  Enable national imperatives  Address in-focus issues  Capitalize on SAIP strength  Build unique value proposition

Strategic objectives

Strategic Objectives	Attain Excellence in IP Operations	Improve IP Respect	Empower IP	Enhance Global IP Influence	Orchestrate and Improve Organizational Excellence
	Orchestrate Local Ip Sector / Ecosystem	5.1.1 Develop new/ update existing IP policies & legislations to ensure strong legal basis		5.1.2 Expand international treaties signatures	5.1.3 Enhance IP agents licensing and empower private sector's interaction mechanism in the IP ecosystem
	5.1	Enact updates to the IP policies and legislations in line with current plan and continuously review legislation with industry participation		Maintain strong momentum in international treaty accession and focus on IP Protection treaties (e.g., WCT & WPPT) and Global Protection System treaties	Cultivate and develop private sector and NGOs in IP through appropriate mechanisms and collaborations to increase their participation and contribution in IP ecosystem and support SAIP in achieving its strategic objectives
	Become Best-In- Class In Beneficiary Centricity And Service Provisioning	5.2.1 Develop a beneficiary experience strategy		5.1.1 Develop new/ update existing IP policies & legislations to ensure strong legal basis	5.2.3 Develop future-proof IP service portfolio
	5.2	Develop an end-to-end customer experience journey strategy for SAIP, by institutionalizing customer-based service/business development		Develop and implement total quality management cutting across all quality aspects in SAIP as IP organization	Revamp existing SAIP products & services portfolio to streamline offerings to rights holders and be at the forefront of providing new and innovative IP services and expanding the coverage of IP types
	Achieve Excellence In Org. Enablers (Structure, Process, People, System)	5.3.1 Enact SAIP new organization structure and whole-of-organization processes		5.3.2 Develop and implement talent strategy	5.3.3 Develop and roll out digital transformation plan
	5.3	Develop and enact new organization structure and a new engagement model with a full-fledged stakeholders map. Review and update whole-of-organization processes		Develop talent strategy that covers nurturing, attracting, upskilling, retaining and developing talents	Develop digital transformation plan to orchestrate whole-of-organization digitization efforts

03

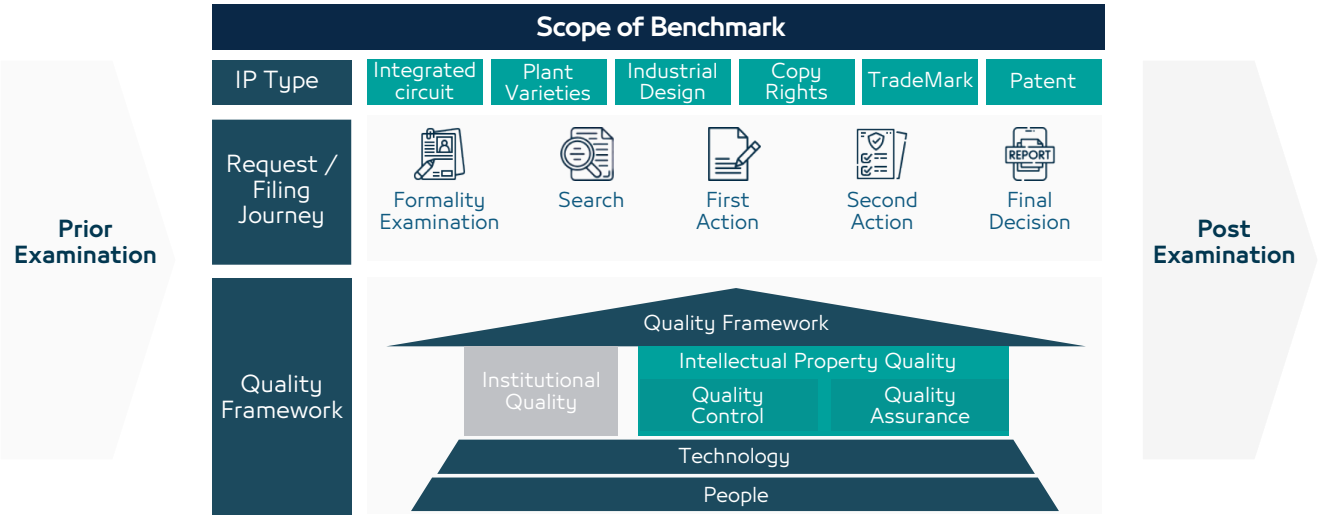
Quality & Organizational Excellence

Benchmark with other IP Offices

As part of our ongoing efforts to enhance the quality of intellectual property services and processes, the Saudi Authority for Intellectual Property (SAIP) conducted a benchmark in the first quarter of 2024 to leading IP offices globally. The primary objectives of this benchmark included:

- Gain insights on **best practices** in **maintaining and improving the quality** of IP
- Explore **newest quality technologies and tools** implemented
- Consolidate the relationship with the offices for **potential future collaboration**

Scope of the benchmark is shown in below graph:



Six offices were selected for the benchmark and four primary sources supported the benchmark, including desktop research, virtual seminars, IP office visits, and experts’ meetings. The benchmark exercise was instrumental in fostering deeper collaboration between SAIP and selected IP offices. The knowledge and expertise shared during these engagements have laid a strong foundation for enhancing SAIP’s internal quality systems. Additionally, in the seminars and visits, the discussions emphasized the importance of continuous learning and global collaboration to adapt to the evolving landscape of intellectual property.



Key outcome of this benchmark SAIP's benefited from:

- **Activation of SAIP's Quality Plans:** Collaborating with other IP offices to enhance strategic alignment with the international community, ensuring that SAIP's initiatives are in line with global standards
- **Exchange of Knowledge on Quality Tools:** Sharing expertise related to quality tools and evaluation criteria that are applied to all IP applications in various offices
- **Improvement in Examination Quality:** Focusing on increasing the quality of examinations for IP applications, which is expected to reflect positively on beneficiary satisfaction

Also, a list of ideas was gathered to be considered in quality and continuous improvement across the organization for the year of 2024:

Technology	People	Process
 Review & develop a comprehensive databases of previous applications and files	 Review and update current examiner training programs to ensure compliance with the latest standards and practices	 Activating new quality control processes , in addition to current procedures such as formally activating the consultation principle
 Activating artificial intelligence and machine learning tools for various stages	 Create a specialized programs for quality auditors and conduct training courses to expand their knowledge and experience in various technical fields	 Activating new quality assurance processes , in addition to current procedures such as holding dialogue sessions with experts and stakeholders , and sharing lessons learned with those concerned
 Develop an internal system that allows the status of files to be tracked leading to a more efficient process	 Recruiting specialists with experience in emerging fields such as artificial intelligence, biotechnology and software in examination departments	 Create a coherent framework to simplify work , consolidate defined processes, and clarify procedures
 Activating the artificial intelligence tool allows a sample of applications to be randomly selected for the quality audit process	 Employing specialists with experience in the areas of technical inspection in quality department	 Strengthening international cooperation with other intellectual property offices to exchange best practices and improve the quality of examination
 Activating the artificial intelligence tool allows the initial search process to be carried out effectively (when you start the search, the system shows all relevant requests based on keywords)		

Quality at Source

Quality is a cornerstone of success in any organization, reflecting consistently delivering excellence in products, services, and processes. It is not merely a standard to be achieved but a continuous journey of improvement that drives customer satisfaction, operational efficiency, and organizational growth. Ensuring high-quality outcomes requires robust systems and processes and a culture of innovation and empowerment that enables individuals and institutions to excel.

In this context, the SAIP enables quality through its initiatives and programs. By fostering awareness, building capacity and capabilities of those interacting with the IP, and promoting best practices in IP management, SAIP enables innovators and creators to safeguard and leverage their IP assets effectively and ensures high-quality inputs. This proactive approach also directly impacts the quality of outputs by ensuring that innovation and creativity are protected and nurtured, enabling all stakeholders to operate confidently.

The key focus of SAIP's enablement activities extends beyond protection. It drives an enabling culture for creation and creativity, respect for IP rights, and sustainable growth, all essential for building a high-quality environment. Through strategic initiatives such as educational and training programs (Academy), advisory services, comprehensive IP data and information services, and ecosystem development, SAIP ensures that quality is maintained and continually enhanced, aligning with Saudi 2030 vision goals for innovation and economic diversification.

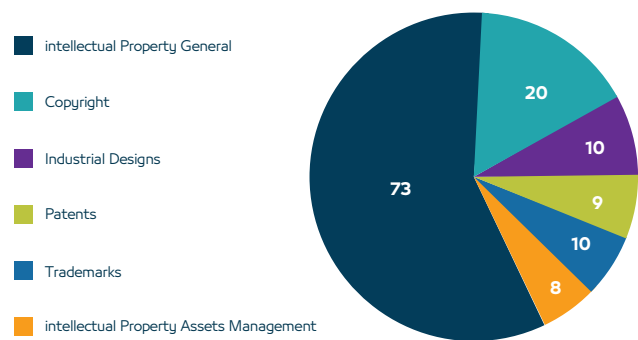
As part of its mission to empower intellectual property and IP professionals, the IP Academy is at the forefront of enhancing input and service quality. In 2024, SAIP IP Academy conducted over 130 training sessions on various topics, engaging with more than 25,000 resident and 2000 non-resident participants. These programs are designed to provide individuals, professionals, businesses, and institutions with the foundational knowledge needed to understand, protect, and effectively utilize their intellectual assets.

Furthermore, IP Academy has activated a qualification and certification track, which added a new dimension to supporting specialists and professionals in IP fields. Two key certification programs were launched in 2024: The IP agents examination, designed for intellectual property agents to ensure their comprehensive understanding of IP fundamentals and enhance the submitted applications' quality. IP respect officers examination is tailored for enforcement officials to ensure their knowledge of laws and regulations related to intellectual property enforcement. These certifications elevate professional services standards, foster a deeper understanding of IP systems, and contribute to higher-quality outcomes in application processing and enforcement practices. In 2024, more than 230 professionals attended and benefited from those two tracks, reflecting a strong interest in developing specialized expertise and enhancing the quality of work within the IP ecosystem.

Recognizing the importance of nurturing an IP-aware society and ecosystem, the academy has introduced IP topics into public education curricula, targeting youth and students to build early awareness about the value of IP. In addition, the academy has launched advanced academic programs to prepare the next generation of IP professionals: Higher Diploma in Intellectual Property with King Saud University (with more than 30 students) and the Executive Master in Intellectual Property, Innovation, and Entrepreneurship (MIPEI) with WIPO and Umm al-Qura University, which is a graduate program designed to develop experts in IP, focusing on research, innovation, and strategic IP practices. In collaboration with WIPO and King Abdullah University of Science and Technology, IP academy hosted the first in-person WIPO-Saudi Summer School Program with 40 professional participants from 22 countries.

By instilling a culture of respect and understanding for IP rights, the academy ensures that creators, innovators, and entrepreneurs are knowledge-empowered to safeguard their creations while adhering to IP laws and regulations. This proactive approach to education and capacity-building ensures quality at the source. It emphasizes the role of intellectual property as a cornerstone for innovation, compliance, and long-term economic growth.

Distribution of IP Academy Programs by Category



Building on the foundation laid by IP Academy, SAIP’s advisory services offered through IP Clinics are critical in ensuring the quality of submissions and interactions within the IP ecosystem. These services provide tailored guidance to individuals, businesses, and institutions, equipping them with the knowledge and expertise to navigate IP processes effectively. IP Clinics advisory services have notably improved the quality of submissions by addressing key areas such as proper application preparation, IP asset management, and compliance with legal and regulatory frameworks. In 2024, IP Clinics served more than 6000 beneficiaries, offering them practical solutions and strategic insights that enabled them to understand better how to protect, manage, and leverage their IPs. This direct engagement has empowered creators, innovators, and entrepreneurs to contribute high-quality inputs. By integrating the efforts of the Academy and IP Clinics, SAIP continues to raise the bar for IP excellence, reinforcing its commitment to quality.

In 2019, SAIP launched the National Network for IP Support Centres (TISC), a vital initiative to enhance key stakeholders' capabilities in the intellectual property ecosystem. This network operates as part of a more extensive global network under WIPO, enabling seamless collaboration and access to international expertise. Through this initiative, SAIP provides comprehensive support and resources to institutions and entities working in the field of IP, equipping them with the tools and knowledge needed to excel. The network has more than 70 member entities and offers guidance on IP management, protection, and commercialization, fostering a deeper understanding of best practices and global standards. By connecting local entities with international networks, the Saudi TISC helps elevate the performance of critical IP players, driving innovation and improving the quality of services offered across the ecosystem.

Enhancing quality through access and insights was an area of focus in IP Enablement activities. By launching its Advanced Search Platform, SAIP has significantly improved access to vital IP information, enabling users to conduct thorough and accurate searches. This platform has directly contributed to the quality of examination and search processes by providing comprehensive and reliable data, ensuring precision and efficiency. More than 500k documents are published across all IP fields, where users, enabled by AI capabilities, can conduct a proper search activity and make informed decisions, enhancing the quality of applications and reinforcing the integrity of the intellectual property ecosystem. In addition, SAIP publishes periodic reports designed to guide applicants in preparing high-quality submissions. These reports offer valuable insights and recommendations that help applicants align their filings with best practices and global standards, ultimately increasing the likelihood of securing IP protection.

Building on its commitment to enhancing quality across the IP ecosystem, SAIP has taken significant steps to empower the private sector and facilitate their effective contribution to the IP systems. One key mandate is licensing IP agents and other IP-related commercial activities, ensuring that qualified professionals are equipped to provide expert guidance and support within the ecosystem. By enabling and regulating the activities of IP agents, SAIP ensures that applicants receive high-quality assistance in preparing and filing their applications. This raises the overall quality of submissions and streamlines processes, reducing errors and improving the grant chances. SAIP had more than 340 licensed agents in 2024, through which it ensures that the private sector plays an active role in advancing innovation.

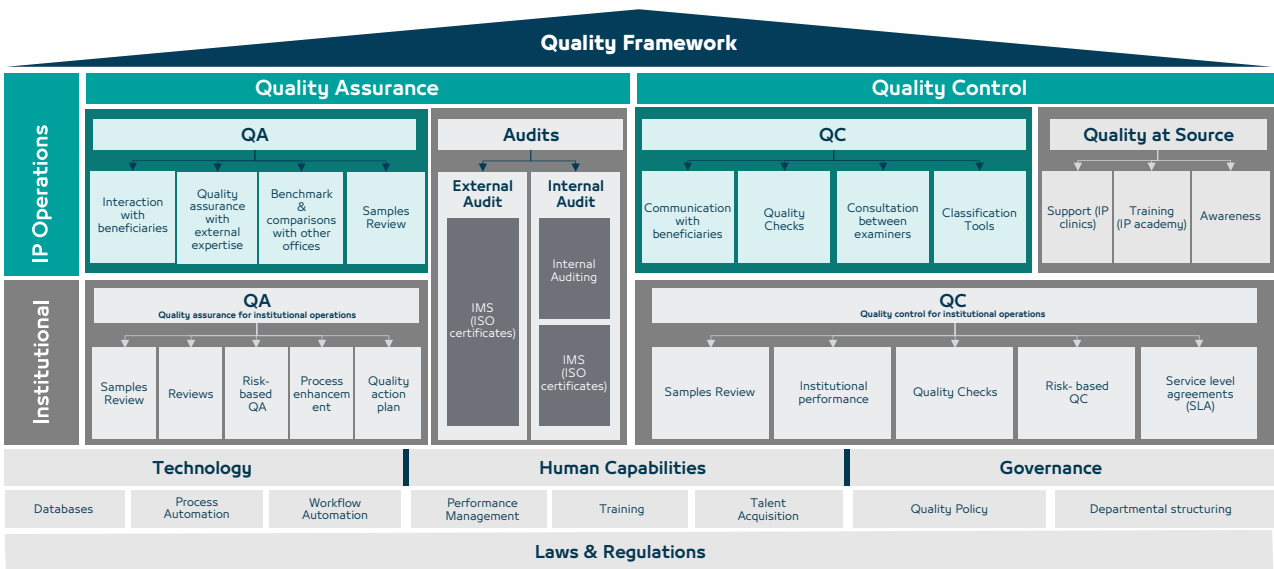
In conclusion, SAIP's comprehensive efforts in education, advisory services, licensing, information accessibility, and establishing strategic networks have collectively strengthened and empowered the IP ecosystem in Saudi Arabia. By fostering innovation, enhancing the quality of submissions, and empowering stakeholders across various sectors, SAIP is not just laying a solid foundation for a knowledge-based economy but also inspiring and motivating all those involved in the IP ecosystem. Through continued collaboration, innovation, and commitment to quality, SAIP remains dedicated to driving sustainable growth and shaping a thriving IP ecosystem for generations to come.

Quality & Organizational Excellence Framework

In 2024, there was a need to develop a new quality and organizational excellence framework, based on the followed methodology:

- Embedding a quality system in processes
- Easy and clear framework with full focus on beneficiaries
- Stakeholder participation and compliance with standards

Below is the recently developed quality and organizational excellence framework:



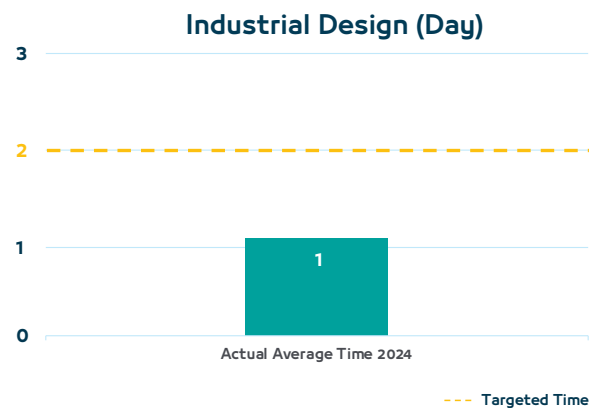
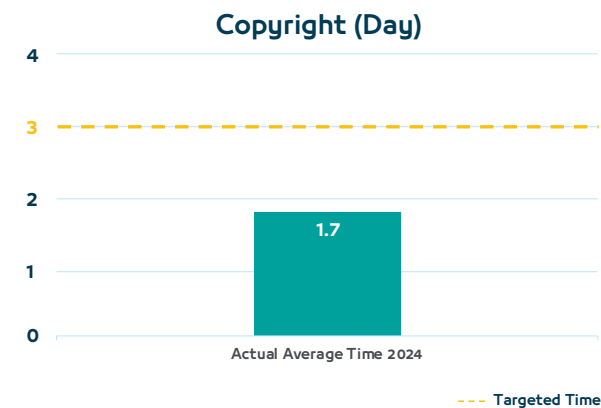
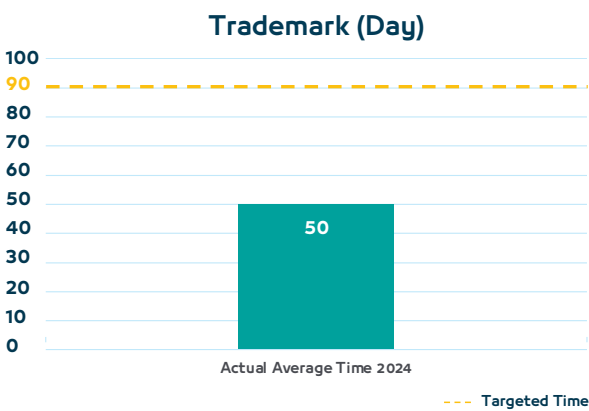
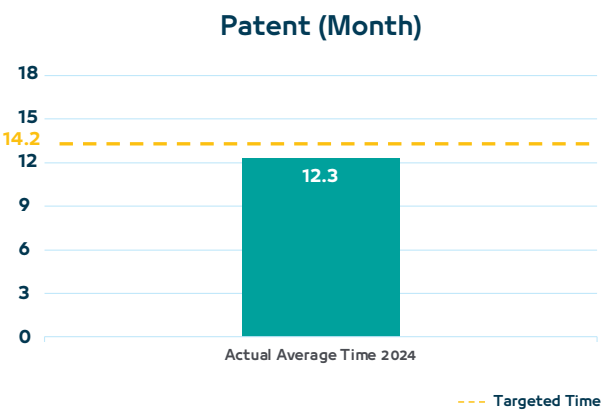
The framework is formed into a quality house, with a combination of quality control and quality assurance for both IP core operations and all institutional operations. A major element of the quality house is auditing, which is a combination of internal auditing and external auditing done by external certifying bodies. We also took into consideration the quality at its source, through awareness, Training via IP academy and support. The framework is fully supported by technology, human capability, and governance. The foundation of the framework consists of policies, bylaws, and regulations. Quality assurance and quality control developed activities are all in line with approved policies, bylaws and regulations.

Core IP Operations

In 2024, SAIP worked on the identification and governance of quality control and quality assurance tools and techniques used by examiners. This governance supported quality and organizational excellence by monitoring progress and evaluating which tools are sufficient and which need further modification and enhancement.

Core IP Turn Around Time

Turnaround time is a key indicator of our operational efficiency, reflecting SAIP’s commitment to providing timely and high-quality services. This metric measures the duration from the submission of an application to the issuance of a final decision across all IP fields. SAIP sets annual turnaround time targets, which are monitored and reviewed quarterly to ensure adherence to predefined timelines. The accompanying graph illustrates the actual average time required to complete actions on application vs. assigned targeted turnaround time (the dotted line).



Quality Tools

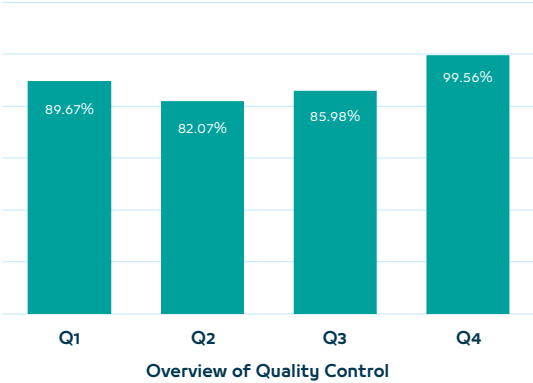
Quality Control		
	Classification Tools	Classification tools to ensure that the application is classified in an appropriate way and directed to the appropriate section
	Consultation Between Examiners	Consultation between examiners on the application during various stages of examination process and before sending it to the Head for final decisioning
	Quality Checks	Auditor's inspection to reviews examiner's work and approves decisions and reports before notifying the beneficiary of the results
	Communication With The Beneficiaries	Communicate with beneficiary when needed to share and discuss ideas, which contributes to making effective decisions
Quality Assurance		
	Samples Review	Random sampling of applications which the beneficiary has been informed of the final decision and reviewed based on specific criteria
	Benchmark & Comparisons With Other Offices	Conduct benchmark in collaboration with other offices in order to exchange knowledge and build capacity on research techniques and examination quality
	Quality Assurance With External Expertise	Conduct dialogue sessions with external specialists and stakeholders to discuss requests with the aim of collecting feedback and developing improvement plans
	Interaction With The Beneficiaries	Activate different communication channels with beneficiaries to collect feedback and measure the level of satisfaction for provided services

Quality control and quality assurance are a cornerstone of our quality framework, ensuring that every beneficiary’s request is thoroughly evaluated to meet quality standards.

Quality Control

Examiners conduct detailed assessments and ensure quality controls are in place. Then, subject-matter experts conduct an in-depth review to verify that all quality requirements are met.

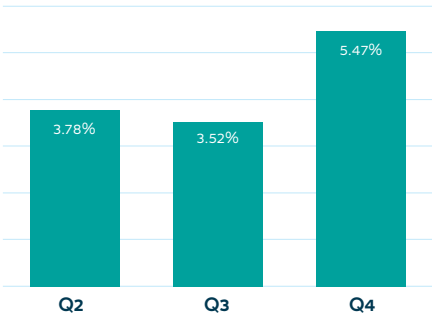
The graph illustrates the number of completed quality controls compared to the total number of reports sent to the beneficiary. Over the years, the number of quality controls conducted has significantly increased.



Quality Assurance

Quality assurance works alongside quality control to ensure impartial compliance and operational efficiency evaluations. The IP quality department maintains operational independence through periodic quality assurance audits. The audit methodology was updated in the first quarter and activated in the second quarter of the year. These audits comprehensively cover all stages of the application process, including formality / substantive examinations. The graph illustrates the sample size of applications audited compared to the total number of final decisions

Overview of Quality Assurance



Institutional IP Operations

ISO Certifications

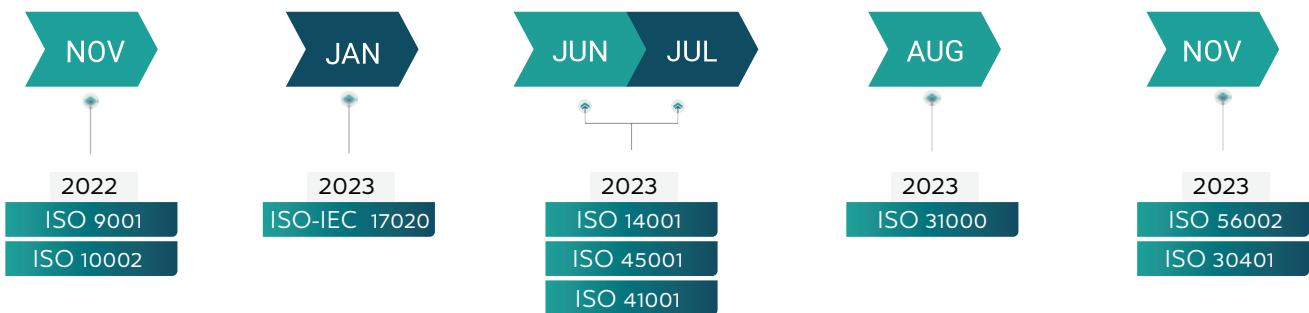
SAIP seamlessly weaves quality into the fabric of its operations through a comprehensive framework grounded in internationally recognized ISO certifications and industry best practices. This strategic integration not only fosters consistency and transparency but also aligns our efforts with the diverse expectations of our stakeholders. By prioritizing quality at every level, we cultivate a culture of sustained excellence that enhances our service delivery and strengthens our organizational integrity. This commitment to quality empowers us to adapt to evolving challenges and opportunities, driving continuous improvement and fostering trust among all partners in the intellectual property ecosystem.

SAIP renewed 9 ISO certifications in 2024, affirming its adherence to global best practices. This renewal is the 2nd in a row, reflecting our commitment to continuous improvements.



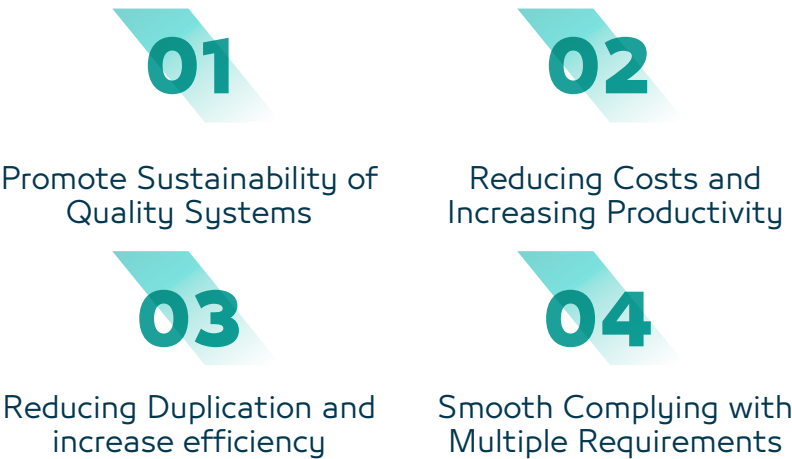
Integrated Management System (IMS)

SAIP faced many challenges with the previously mentioned eight certifications’ renewals and maintenance during the 2nd year. From planning auditing timings, auditing execution, setting findings and their root causes analysis, following up on corrective action items, and closing correction action items. Given that the original timing for obtaining these certifications are different, as shown below:



Adding to this are limited resources and a lack of an automated system to manage such several certifications. Hence, the quality team considered automating the whole process a continuous improvement initiative. However, this cannot be done without standardizing and unifying all processes. After thorough research, it was clear that we needed to develop an Integrated Management System covering the eight certifications we obtained.

The Integrated Management System (IMS) is a transformative initiative that consolidates all requirements of ISO standards into a unified and cohesive framework. This innovative system streamlines the management of diversified standards, effectively reducing redundancies and significantly enhancing operational efficiency. This comprehensive approach enabled SAIP to respond more agilely to stakeholder needs, fostering a culture of excellence and innovation that propels SAIP toward its strategic goals.



Specialized Standards

Organizations engaged in software and system testing aim to achieve higher and more sustainable levels of product quality for the systems they develop and maintain. One is the Test Maturity Model integration TMMi, provided by TMMi Foundation. By utilizing the Test Maturity Model integration TMMi, these organizations can effectively assess and enhance their testing processes cost-efficiently.

Additionally, TMMi provides a pathway for organizations to pursue formal certification, demonstrating their commitment to excellence in testing practices. The Saudi Authority for Intellectual Property (SAIP) is awarded for TMMi Level 3, recognizing its full development life cycle compliance with the TMMi standards.

- **Improve Process Quality:** Enhance efficiency and effectiveness of operational processes, ensuring consistent delivery of high-quality results.
- **Enhance Trust:** Building and maintaining stakeholder confidence through transparency, reliability, and effective communication in all interactions.
- **Complying with Legislation:** Ensuring adherence to relevant laws and regulations to uphold legal standards and promote ethical practices within the organization.
- **Reduce Risk and Protecting Data:** Implementing robust risk management strategies and data protection measures to safeguard sensitive information and mitigate potential threats. (Software and System Testing for Enhanced Product Quality)



Quality Wheel Methodology (PDCA)

We also implemented the PDCA methodology across institutional operations in 2024. During this time, we encountered several challenges in executing the CHECK stage, particularly in activating quality assurance across all SAIP operations.

Consequently, the principles we aim to adopt implement the CHECK stage via quality assurance across all procedural steps in significant processes. To overcome the challenges we have faced, we have decided to:

- **Include documented procedures:** only include documented and updated processes
- **Develop Quantifiable criteria:** Establish measurable and auditable standards across all departments, irrespective of the beneficiary (internal or external)
- **Introduce Powerful technical tool:** Create a practical auditing and quantitative analysis tool.

Subsequently, quality assurance (Check) was implemented by evaluating three fundamental criteria:



Accuracy

Correct sequence in accordance with documented and established procedures



Time

Measure the time required to complete each step of the procedure



Documentation

Measure preservation and documentation of records related to procedural steps

The results are then summarized into one of the following:



Critical

- Omission of procedural steps
- Exceeding allotted time
- Absence of documented approval



Non-Critical

- Remarks other than the predefined criteria



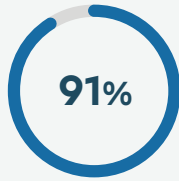
Confirmative

- No remarks regarding the three predefined criteria

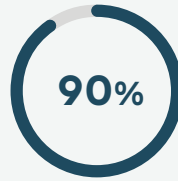
Quality Quarterly Index

In alignment with the PDCA methodology, we ensure comprehensive coverage of all internal and external intellectual property operations. To enhance our quality standards, we publish a quarterly quality report presenting an overall quality index for SAIP and detailed internal and external quality indices assessments. This systematic approach allows us to monitor performance, identify areas for improvement, and drive continuous enhancement in our operations. The criteria for the operational quality index have been established, encompassing four key dimensions that address the needs of both internal and external stakeholders.

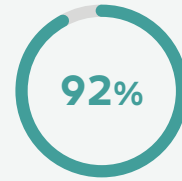




SAIP Quality index 2024

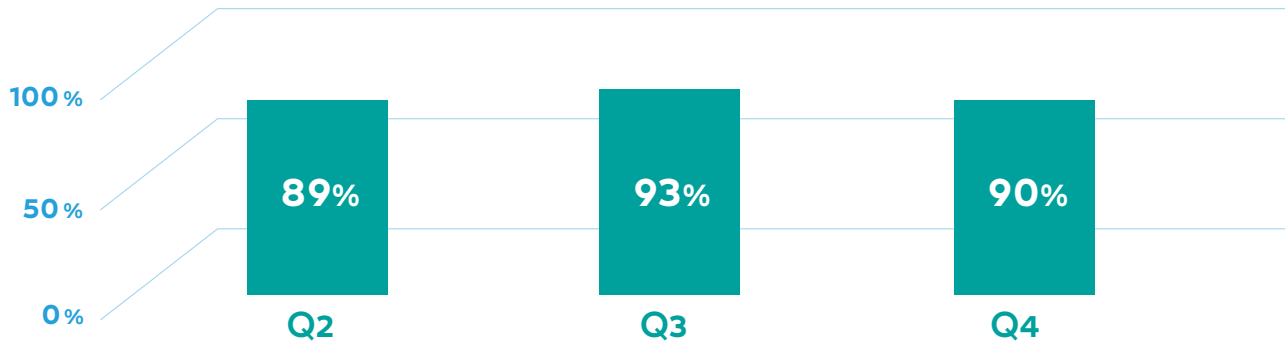


Internal Beneficiary Quality index 2024



External Beneficiary Quality index 2024

SAIP Quality Index



World Quality Week

As mentioned earlier, quality and organizational excellence is the DNA of SAIP. In 2024, SAIP celebrated world quality week through the following:

- **Social media campaigns and internal communications:** highlighting importance of quality and objectives of existing projects quality and organizational excellence teams are working on.



- **Workshops and seminars given to SAIP employees:** In order to embrace a culture of excellence across SAIP, a several of workshops and symposiums were prepared and provided to employees.

- **Speaker at the 17th national quality workshop** held by the Saudi Quality Council, where SAIP was invited to share experience and knowledge related to ISO certification renewals, maintenance, and the IMS journey.

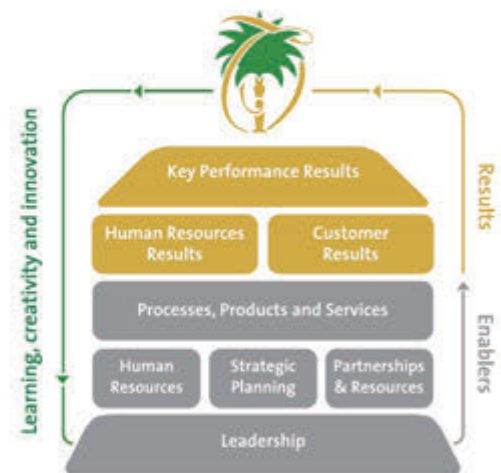


- **Speaker at the 9th National Quality Conference:** The conference was held by SASO, Saudi standards, Metrology, and Quality Organization and sponsored by the H.E. Minister of Commerce. The conference is a leading platform for interaction and exchanging ideas among decision-makers in developing quality of services across various sectors in the kingdom. SAIP's efforts to build a quality culture and embrace organizational excellence were recognized nationally. Therefore, SAIP was invited during the world quality week to contribute to the 9th national quality conference as a main speaker under the theme **"Quality in the ERA of Advanced Technology."**



KAQA Award

As we always aim in SAIP to implement higher quality standards, SAIP decided in 2024 to contribute for the first time in the prestigious King Abdulaziz Quality Award. This contribution reflects SAIP's dedication to national excellence and focus on innovation, quality, and beneficiary satisfaction. This contribution aims to get a detailed report on continuous improvements rather than winning the award. KAQA is a national excellence award managed and supervised by the Ministry of Economics and Planning. Main principles focus on the following:



By Jan 2025, winners’ names were announced by the general council of the King Abdulaziz Quality Award. SAIP won the gold medal

Knowledge Management

Knowledge Management is the cornerstone of SAIP's strategy to enhance efficiency, foster innovation, and support its transformation into a knowledge-driven organization aligned with its 2023–2027 Growth Strategy. Through innovative approaches and structured systems, the Knowledge management function was established in 2024 to capture, organize, and share a wealth of expertise accumulated across the authority. Many initiatives were planned and delivered in 2024, including the following:

			
Implicit Knowledge	Explicit Knowledge	SAIP Podcast	Training / Workshops
Leveraging structured interviews and workshops, SAIP systematically captured experiential insights and expertise of employees, ensuring that critical, experience-based knowledge is retained and accessible	Leveraging the documentation and accessibility of organizational knowledge by consolidating manuals, guidelines, and databases into centralized, structured repository. These efforts improved information retrieval, Compliance, and Knowledge sharing	It is a platform for key personnel to share their unique experiences and insights, preserving untold stories and fostering organizational learning. This initiative enhances engagement and contributes to SAIP's legacy of knowledge	SAIP ensures that all workshops and training sessions conducted within the organization are captured and documented. All knowledge shared during training and workshop is preserved, readily accessible, and available for reuse
12 Implicit Knowledge	170 Explicit Knowledge	7 SAIP Podcast	15 Training Workshop

In addition to that, SAIP also documented its journeys in key projects conducted during 2024, where lessons learnt are also captured:

IGC WIPO Conference

The journey of SAIP's contributions to the Intergovernmental Committee (IGC) on Intellectual Property and Genetic Resources, Traditional Knowledge, and Folklore under WIPO has been compiled

Launching New IP System

The journey of SAIP's launching new IP system of Trade mark had lots of challenges, ups and downs, and key decisions and the way SAIP worked on it. This journey is also compiled along with lesson learnt

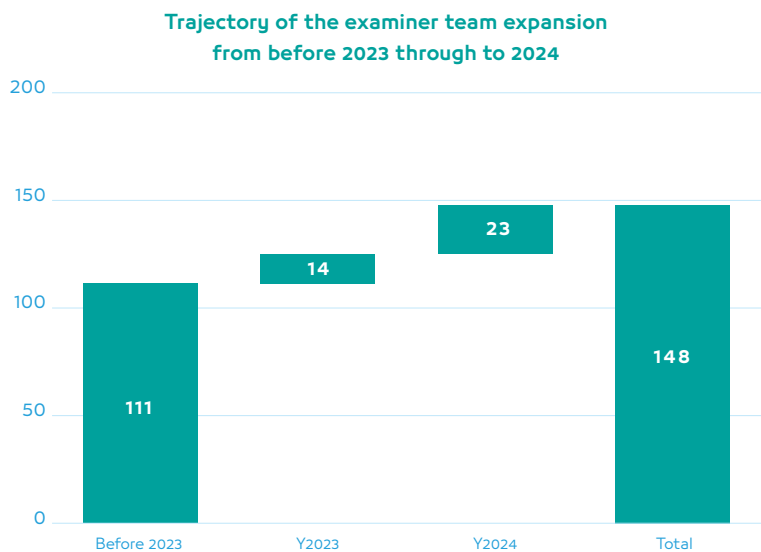
Finally, categorization was done to ensure resource efficiency and ease access to captured knowledge. Knowledge is systematically categorized and indexed to optimize resource allocation and decision-making, enabling SAIP to address challenges with precision and agility.

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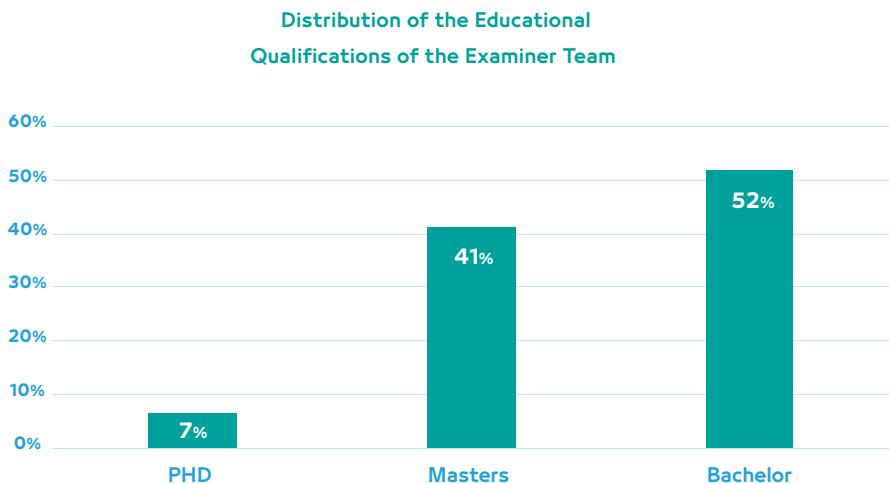
Human Capital

Talent Acquisition and Current Capacity

The IP Administration Department, composed entirely of Saudi examiners, is the foundation of our intellectual property framework, ensuring the sovereignty and originality of our nation’s intellectual assets. Our commitment to excellence is reflected in the growth of our examiner team, which is a key indicator of our progress in meeting the evolving demands of the intellectual property landscape. This growth, illustrated in the following graph, emphasizes our strategic investments in human capital to enhance our operational capacity.



Our examiners possess expertise and hold high-level professional certifications from some of the world’s most renowned universities. Their academic qualifications, as shown in the accompanying graph, illustrate a well-balanced team of professionals with PHD, master's, and bachelor’s degrees, highlighting the depth and diversity of their knowledge.



Training and Development

We prioritize continuous professional development to maintain the highest standards in IP examination and registration. In 2024, we dedicated over 8,000 hours to professional training across over 80 specialized courses. This rigorous training ensures that our examiners remain at the forefront of the dynamic intellectual property field, equipped to address its ever-changing challenges.

Behavioural development Training:

Behavioural development training is essential for aligning examiners with the organization's strategic objectives. In 2024, we trained the examiners in Integrated Quality Management and Innovation management systems, decision-making, Team building, Training of Trainers, and Emotional intelligence. This training enhanced operational efficiency and drove growth, ensuring the SAIP maintained a competitive edge.

Technical IP Training:

The Core IP training provides examiners with critical expertise in intellectual property. Covering a wide range of topics, including patent law, patentability criteria, prior art search techniques, advanced novelty and inventive step analysis, amendment response strategies, Written Opinion, and comprehensive claims analysis, this training ensures employees have the technical proficiency to perform their roles effectively and confidently.

The IP quality department also provides intensive internal training and workshops for examiners on quality tools and analytical skills to enhance examination quality.

Training Program for New Examiners

SAIP has created a specialized training program to support new examiners' successful onboarding and professional growth. This program is designed to equip recruits with the skills they need to excel in their roles. Key benefits include reduced turnover rates, increased job satisfaction, and improved overall performance.

This program aims to ensure that new examiners adapt quickly and effectively to their responsibilities, ultimately contributing to the success of the SAIP.

